

## PATENT APPLICATION TRANSMITTAL LETTER

Mail Stop Patent Application  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450



Transmitted herewith for filing of the patent application of:

Inventor(s): **Thomas E. Creamer, Boca Raton, Florida**  
**Neil A. Katz, Parkland, Florida**  
**Victor S. Moore, Boynton Beach, Florida**  
**Scott Winters, Austin, Texas**

Assignee: **International Business Machines Corporation**

Assignee  
 Address: **New Orchard Road**  
**Armonk, New York**

For: **OPERATING A CALL CENTER BASED UPON LINE INFORMATION DATABASE (LIDB) DATA**

Enclosed are:

- ☒ Specification, including the Abstract
- ☒ 3 Sheets of drawings (1 set)
- ☒ Executed Declaration and Power of Attorney
- ☒ Executed Assignment and Recordation Cover Sheet
- ☒ Information Disclosure Statement w/PTO/SB/08B & copies of 9 refs
- ☒ Other: 2 postcards

## CLAIMS AS FILED

FOR	NO. FILED	NO. EXTRA
Basic Fee		
Total Claims	- 17 -	- 0 -
Indep Claims	- 5 -	- 2 -
Multiple dependent claim present: No		

If the difference in Col. 1 is less than zero, enter "0" in Col.  
 2

## Small Entity

RATE	FEE
	\$ 385
x \$ 9 =	\$
x \$ 43 =	\$
x \$ 145 =	\$
TOTAL	\$

## Other than a Small Entity

RATE	FEE
	\$ 770
x \$ 18 =	\$
x \$ 86 =	\$ 172
x \$ 290 =	\$
TOTAL	\$ 942

\$ 40

## Assignment Recordal Fee

☐ Please charge my Deposit Account No. \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

☒ A check in the amount of \$ 982.00 is enclosed.

☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 502104. A duplicate of this sheet is enclosed.

☒ Any additional filing fees required under 37 C.F.R. 1.16.

☒ Any patent application processing fees under 37 C.F.R. 1.17.

☐ No fee enclosed. No fee is authorized.

December 8, 2003

Date

Steven M. Greenberg, Registration No. 44,725

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